



**Message: RE: New Database Activation Problem**

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**✉ RE: New Database Activation Problem**

**From** Berhorst, Leslie **Date** Tuesday, January 17, 2017 2:18 PM  
**To** Kraft, Emily  
**Cc**

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 **image001.jpg** (3 Kb HTML)  **image002.png** (7 Kb HTML)

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Hi Emily – we actually have a fix ready for this in test. When editing a user record on the User Maintenance page, if the user is inactive the page will now require a city and zip to be selected if a county is selected even though the address information isn't really required for an inactive user. If no county is selected, you can still save the record without County, City and Zip. Can you please give it a quick run through and see if it works okay for you?

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**From:** Kraft, Emily  
**Sent:** Tuesday, January 17, 2017 2:10 PM  
**To:** Berhorst, Leslie  
**Subject:** FW: New Database Activation Problem

Hi Leslie – Just wanting to shoot this issue over to you all. I've tried saving the info on my end too, and I get the "Save successful" message, but it doesn't actually save the county, city, or zip for this user. I think that's what's preventing Carrie and I from being able to activate the user, but don't know how to make the database save the info. Any suggestions?

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]  
**Sent:** Tuesday, January 17, 2017 2:00 PM  
**To:** Kraft, Emily  
**Subject:** RE: New Database Activation Problem

I tried saving them a couple times before emailing you with the problem and they wouldn't save. I just tried again and they still don't want to save. With that said, I have been having that problem with other subs since I began having our subs create accounts, however, if it wouldn't save on my end, I have still been able to activate their accounts and then they're able to enter and save that info on their end.

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**From:** Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]  
**Sent:** Tuesday, January 17, 2017 12:32 PM  
**To:** 'Carrie Hoelscher' <[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)>  
**Subject:** RE: New Database Activation Problem

Hi Carrie – It looks like her county, city, and zip code did not save. Try entering those in, saving, and then see if that allows you to activate her.

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]  
**Sent:** Tuesday, January 17, 2017 12:30 PM

**To:** Kraft, Emily  
**Subject:** New Database Activation Problem

Hi Emily,

Melanie Mills at Golden Valley Door of Hope created her subcontractor account and log in instructions. She received the screen telling her that her account has been validated and to have her employer activate her account. I then logged in to activate her account and am unable to do so. Any ideas on what the problem may be?

*Carrie*  
Carrie Hoelscher  
A2A Program Manager



Email 1

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